



The Human Touch

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TOGETHER WE MAKE A DIFFERENCE

Gary Dalton . . .

Still Not a Bureaucrat After All These Years

By Carol Sisco, DHS Public Information

Gary Dalton still hasn't gotten the hang of sitting in his office shuffling papers and ordering people around like a bureaucrat even as he prepares to retire from 30 years in government service.



"The best thing I do is get out and tour the state," the retiring Youth Corrections Director said. "Part of it is to see staff and relate to them. But I also like to see our customers, the kids, and find out what we're doing to them."

You never know what will happen when Dalton pops in at one of the state's secure facilities.

"I've been known to sleep in a facility, sit in a room for an hour with a kid or participate in group therapy," he said. "I also respond to complaints from kids."

Dalton got a letter from a young man named Josh who was spending 90 days in an observation and assessment unit a few years ago. It said:

"Mr. Dalton, I was told I could write to you. I'm in O&A, and it's the worst place of my life. The biggest problem isn't the way I'm treated. The problem is the food stinks."

Dalton called Josh, then he stopped by and ate dinner.

"I agreed with him. It was cold and not prepared well. So I turned to the whole group and said 'Josh called and complained. His complaint was valid. I'll work with staff to fix the meal program, and tomorrow you can all have pizza for dinner.'"

The result was better food and at least 13 notes from kids saying "this is a great agency."

"We get caught up in the huge ethereal issues, but it's the small things that matter to kids, a phone call or knowing his mom didn't come for a visit," Dalton explained. "Philosophically we've avoided building large institutions so we can get to know the kids."

Sixty percent of kids judges place in youth corrections custody are not locked up. They receive alternative treatment.

"I have greatly admired Gary's stewardship of the Division of Youth Corrections for the past seven years," Human Services Executive Director Robin Arnold-Williams said. "He led the division through a dramatic growth period and established a culture and service-delivery system based on principles of restorative justice. He balanced the expectations of public safety and treatment for youth."

"Gary will be missed as a key member of the department's Executive Leadership Team," she continued. "His leadership, wit and most importantly, his friendship will be greatly missed."

Dalton didn't plan to work with kids. He started college as a business major who wanted to run his family's farm and garden supply business in Tooele County. But when his dad got sick and his

mom had a heart attack, they sold the business. Dalton needed to figure out what to do.

He sought a teaching certificate and degrees in English and physical education. He earned a little money as a graduate assistant coaching football at the University of Utah but needed more for food.

"I saw a flyer as a part-time counselor at the old Salt Lake County Detention Center while I finished a master's in educational psychology," he recalls. Dalton lined up a job as a teacher and football coach but found it paid even less than working in Corrections did.

The rest was Jim Walker's fault. Walker, who ran the detention center, asked: "why teach when you do such a fine job with these kids and they respond so well to you?" Dalton thought about it and a new career was born.

"Gary's personality was so unique and positive as a counselor in detention," recalled Walker who recently retired as associate director at Salt Lake County Human Services. "Teaching was too constrained for him."

Dalton is serious about his work but always has time to inject a little humor, including creation of his alter ego "Captain Energy." Dalton started that routine when his brother worked on energy conservation education programs for Utah's teachers.

"You had to see him in that uniform to believe it. It was a Superman type with a Big E on the chest, and in those days he didn't have a chest," Walker said. "It was such a draw that he did it at staff parties too."

Whether working with kids, or playing Captain Energy, Dalton works with enthusiasm and good humor.

"There's no question Gary has a very deep concern about the kids the Youth Corrections system deals with and kids in general," said state Juvenile Court Administrator Ray Wahl.

Wahl worked closely with Dalton as the two tried to improve relationships between juvenile courts and Youth Corrections.

"I called him two days after I got the job and said I heard a lot about the crummy relationship. What do you want to do? He says let's talk about things...."



Dalton may be retiring from the state, but he also begins a new career directing Salt Lake County's Division of Criminal Justice Services, which provides alternatives to adult incarceration.

"It will be a loss to the juvenile justice system but not a loss to the overall justice system," Wahl said.

Gini Highfield, now a Deputy Director in Youth Corrections, met Dalton at the Salt Lake Detention Center 30 years ago.

"I viewed him as someone who worked extremely well with the kids, with a great sense of humor and as a person who just enjoyed life," she said. "That has been consistent."

Asked to rate her boss' strengths, Highfield has a long list including: passion for the work, compassion for kids and staff, unceasing creativity, fairness in decision-making, ability to make decisions, integrity and his humor which diffuses even the most tense situations.

Dalton has been Youth Corrections Director for 7.5 years, was Tooele County Health and Human Services Director for 15 years, spent 12 years in the Salt Lake County Detention Center as a counselor and 1.5 years at Salt Lake County Youth Services.

Dalton is glad Youth Corrections still emphasizes small facilities rather than large institutions that warehouse kids.

"All our facilities are in the range of 24-to-60 beds," he said. "I'm glad we've built those kinds of buildings and pleased kids are still the basis for which we do our job. I'm also pleased and honored to leave a staff who embrace one another as professionals and do a damn great job."



State Employee of the Year Kenneth Auld, center, with his wife Susan, left, daughter Keshia and DHS Executive Director Robin Arnold-Williams

Youth Corrections' Ken Auld is State Employee of the Year

By Carol Sisco, DHS Public Information

Kenneth Auld volunteers to take the toughest cases at Wasatch Youth Center.

The counselor asks to work with hard-core methamphetamine addicts, gang-entrenched youth, rapists and child molesters. He also takes on young offenders who constantly defy authority and aggressively act out. He offered to work with a young man with an extremely anti-social attitude who was locked up numerous times.

Auld designs individual treatment programs that work. First, he works with the kids. He also helps their families.

Gov. Mike Leavitt named Auld State Employee of the Year June 29.

"I really enjoy working with kids," Auld said holding his 16-month-old daughter Keshia. "And I enjoy working with the kids from problem homes because it makes a big impact not just on them individually but on the community and their families. It affects all of us as a community."

Auld has been with the Department of Human

Services' Division of Youth Corrections five years and has a master's degree in social work from the University of Utah. He also graduated from Weber State University in social work. A friend suggested he try working with kids.

Auld was an intern at Mill Creek Youth Center in Ogden and was hired a year later at Farmington Bay Youth Center. He soon moved to the renovated Weber Valley Detention Center in Roy where Superintendent Clint Farmer "tutored and encouraged me." He transferred to Wasatch Youth Center two years

ago when he started work on a master's degree.

Auld makes kids work too. Part of his therapy involves having kids help each other with treatment and holding each other accountable. He also trains and mentors new staff and offers constructive advice to more veteran workers.

When assigned to work with young sex offenders, Auld developed an expertise. He attended classes, became a co-therapist in a sex offender program and began co-leading groups for sex offenders and sex abuse victims.

Wasatch Superintendent Anne Nelsen and Auld's Supervisor Annette Day wrote in his nomination for employee of the year that he is actively involved with residents, parents and co-workers in problem solving. He also started Wasatch's Multi-Family Parent/Teen program that involves parents and grandparents in visiting the facility and in their children's treatment.

He served on the State Disproportionate Minorities Committee to assure equal rights for everyone, volunteers with the senior population through Home Health Care and shows extraordinary commitment for everyone he works with.



Dori Wintle, left, receives DHS Manager of the Year Award from DHS Executive Director Robin Arnold-Williams

Dori Wintle: DHS Manager of Year

Dori Wintle brought Utah State Hospital into the computer age.

Work done by the Utah Department of Human Services Manager of the Year during the past three years assured vastly improved patient services. Wintle created a system that computerized both patient medical records and staff personnel files, according to DHS Executive Director Robin Arnold-Williams.

Wintle's system for managing patient and staff records received national recognition, and other agencies, including Utah State Developmental Center and the state of Alaska, are implementing it.

Wintle's first task was developing a document called "Strategic Plan for Information Technology," a blueprint for implementing information technology services at the hospital.

Wintle's strengths include avoiding making decisions in a vacuum and being outspoken about the need to do things correctly, Arnold-William's said. She also is very customer-service oriented.

"We are now able to more efficiently and effectively run day-to-day hospital operations with the aid of computer science and technology," Arnold-Williams said.

Consumer Conference Features 'Corky' from Life Goes On

Alice Talbot and Joyce Peterson are getting ready to attend the Aug. 11 and 12 Quality of Life Conference at the Marriott Hotel in Provo.

The conference is sponsored by Utah Consumer Advisory Council, an organization of people with disabilities who receive services through the Division of Services for People with Disabilities. Chris Burke, who played Corky on the television series "Life Goes On," is the featured speaker.

Talbot and Peterson share an apartment in South Jordan and spend their days at the Murray Heritage Center.

Talbot lived at the Developmental Center in American Fork for more than 50 years. Peterson lived at home until her mother died. They met in a group home.

"I'm really happy I can be in an apartment with my roommate," Peterson said. "We can do whatever we want to. It does feel really good."

"I do what I want to do," Talbot added. "I can go over to the store. Today we're going to the park. I know how to knit now and I sew too."

The independence gained by Talbot and Peterson is a common theme among people planning to attend the annual conference that expects to draw about 400 participants. The Consumer Advisory Council includes individuals elected from four regions in Utah and Utah State Developmental Center.

Each region raises funds to assist people who want to attend, according to St. George resident Jon Belnap who chairs the planning committee. The St. George group raised nearly \$1,000 with a spaghetti dinner, central region held a sock hop, Price members sold crafts and held a car wash and northern region members approached businesses for donations.

The conference begins Aug. 11 at 1 p.m. and continues through lunch on Aug. 12.

Traveling the State...

Robin Meets With All DHS Employees



Robin Arnold-Williams listens to employees at Salt Lake City meeting

By Carol Sisco, DHS Public Information

Employees were hurting as they replied to the Department of Human Services' annual employee survey this year. They're concerned about salaries, lack of communication, how safe they are on the job.

"It was pretty painful to read the comments," Executive Director Robin Arnold-Williams said. "I made a conscious decision that I needed to get out and touch base with all staff."

Arnold-Williams started visiting employees in June and hopes to finish in August.

Overall, 80 percent of employees said they feel "pretty good" about their jobs, she said during an employee meeting in Salt Lake City.

"But that's not good enough," she added.

"I wanted a chance to communicate that I do understand. It's been a rough year for me too," she said during a session at Ogden's Mill Creek Youth Center. "One of the low points was the idea we don't listen to employees enough."

Employees also were concerned about shortages in the Division of Child and Family Services budget and how they would affect the department.

"It's not that they don't have enough money. In five years it's gone from \$45 million to \$120 million," Arnold-Williams told the Ogden group. "It's how you allocate it."

DCFS' caseload has been relatively stable over the past year, but more children are being placed in high-priced care.

"No kid should be in a bed one day more than they need to be," she said. "Nor should they be there one day less."

Employees also expressed concern about how other DHS divisions, other state agencies and

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Robin Arnold-Williams

county and local government work with them.

"Everyone says 'I'm the one who is willing to cooperate,'" Arnold-Williams said at the Salt Lake City meeting. "It's always the other people who have to change. We all need to change. We are a department."

Approximately 2,500 of DHS' 5,200 employees responded to the survey and 751 added written comments. Not all feedback was negative.

"I felt pretty good as employees said they feel like their coworkers, and for the most part their supervisors, are committed to doing the absolute best job," she said. "People feel good about the work they do, about the mission, that we are making a difference in the lives of individuals and families living in Utah."



Oldest party guest was Kenneth Burnett, 105, left. Gov. Mike Leavitt visits with Irene Leishman, 100, above

Garden Party Honors Utah's Centenarians

By Chad McNiven, Aging & Adult Services

Can you imagine living part of your life in Three Centuries? Gov. Mike Leavitt held a celebration for Utah centenarians who have done that. The Governor and First Lady Jacalyn Leavitt hosted the 14th annual Utah Centenarian Celebration June 28.

Individuals invited must be 100 or older by Dec. 31. The group includes 126 Utahns ranging from 99 to 114.

It is amazing to hear stories and experiences from these seniors about life in Utah in the early 1900's, the Great Depression, World Wars I and II and other events. They saw automobiles, airplanes, television, indoor plumbing and space shuttles invented. They also contributed greatly to their families and communities along the way. Their accomplishments are many.

Their secrets to longevity are as varied as their many personalities. Advice includes keeping a

sense of humor, treating others kindly, drinking a glass of wine daily, keeping an active mind, eating good food, staying fit and having a good support network of friends and family.

Many continue to live productive, active lives rather than just surviving. For example, Mr. Ebrahim Sakhai, born on Jan 1, 1900, is writing a joke book and his biography. Mrs. Jan Ripley celebrated her 100th birthday by going horseback riding. One club member, John Joe Begay of Juan County, seems to be slowing down a little at 114. But, if his history of bouncing back is any indicator, he'll be up and going strong soon.

It's hard not to be intrigued by these wonderful people and their lives. Happy trails to you as we try to someday join your ranks.

Needy Children Get New, Refurbished Bikes

By Jeanne Lund
Youth Corrections

Residents of Youth Corrections facilities are refurbishing bikes this summer for needy children.

The program is a partnership between the Division of Youth Corrections, Red Robin Restaurants and Aardvark Cycle. Known as Burgers for Bikes, Bikes for Kids, the program was organized three years ago by Red Robin. Nearly 150 children received bikes last year.

Working together, the three agencies hope to give away 200 bikes this year. They'll be given out August 19 at Provo Town Center and August 26 at Valley Fair Mall in West Valley City. Youth along the Wasatch Front are eligible. Bike recipients also receive a free helmet and safety lesson from their local police departments.

People who wish to donate can take bikes in rideable condition to Red Robin Restaurants and receive a hamburger in exchange. Bikes can be donated between July 6 and August 6 at Red Robin Restaurants in Murray, Layton Hills, Valley Fair Mall and Provo. New bikes also are purchased through generous sponsors.

The bikes are taken to Youth Corrections' sites in Provo, Logan and Salt Lake City where program youth refurbish or assemble them.

Local agencies and the Utah Mentor Network refer deserving youth. Additional information is available from Jeanne Lund at (801) 538-4330, email: hsadmin1.jlund@email.state.ut.us.

Lynel Miller Honored for Aiding People Who Have Disabilities

By Sharon Yearsley
Services for People with Disabilities

Lynel Miller received the William R. Long award for "excellence in advocacy as a professional working with people with disabilities." Miller was honored by TKJ, Inc. for her direct involvement in helping people with disabilities receive housing rental subsidies.



People with disabilities save significant amounts of their own money each month as a result of these subsidies. TKJ estimates each person saves \$50-to-\$100 monthly.

Miller is a supervisor in the Division of Services for People with Disabilities' Central Region and also works on housing issues.

During her tenure she made people well aware that federal regulations consider shared housing an appropriate and acceptable option for people with disabilities. Individuals may share a house or apartment and still receive a housing subsidy as long as each person has their own bedroom.

By acting as a liaison with various housing authorities in the central region, Miller helped correct misunderstandings and improve coordination between the various agencies. Her efforts resulted in considerable monetary savings to people with disabilities and more efficient implementation of housing resources.

Miller also earned Arc of Salt Lake's 1998-99 Advocate of the Year for helping three women with disabilities become more self-sufficient. She also earned UPEA's Outstanding Public Employee Award last year.

Arrange Table Columns Evenly Within Margins

Tech Tip By Janice DeVore

Have you ever added additional columns to a table and it seems that your table goes off the screen into no man's land? Have you struggled to get the table back within the page margins? Well, there is an easy way to stretch that table back



into the page margins after you add additional columns. When you create a table, by default Word stretches the table width perfectly from page margin to page margin and distributes each column equally. However, if you add a column to the table later, Word extends the table off the page.

To redistribute table columns so they're evenly sized and spaced between page margins use the following steps:

1. Click in the table and select **Table, Select Table** from the menu bar
2. Select **Table, Cell Height and Width**
3. Click on the **Column** tab.
4. Click on **AutoFit** (The Cell Height and Width dialog box automatically closes to return to the table.)

Your table should now fit the entire page width, and each column should be equally sized.

Sunrise Program Honored

PROVO - Congratulations to Utah State Hospital's Sunrise program for receiving the 2000 Utah public mental health system's Innovative Program Award. The award was presented at the annual public mental health conference in May.

Carmen Negrón, program director and founder, accepted it on the hospital's behalf.

Sunrise is a six-week day-treatment program for individuals dually diagnosed with a serious and persistent mental illness and a substance abuse disorder. Substance abuse is an issue many consumers struggle with, but few innovative programs exist to address it in an effective, consumer-oriented way.

Utah Named National Resource Site for Sex Offender Management

The Center for Sex Offender Management in Silver Spring, Md. has selected Utah as a national resource site due to its innovative programs for juvenile sex offenders.

The center chose 19 sites around the country, but only two specialize in juvenile sex offender treatment, said Dave Fowers, a program specialist in the Division of Youth Corrections.

Utah's multi-agency effort grew from frustration about 13 years ago when little money and few programs were available to treat a growing juvenile sex offender population. Working together, various agencies put together a master plan for supervision, treatment and sanctions. They developed a manual that all agencies use.

Utah presented its program to the American Probation and Parole Association last year. The Center for Sex Offender Management then asked the state to serve as a resource.

Utah also will be able to use resources of the Center and 18 other programs that treat sex offenders.

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